



Midcontinent Communications

EXHIBIT D

Estimated Cost of Providing Customer Information per IP's Address**Task Amount****Retrieval of IP Address and Customer Info - 5 minutes @ \$30/hr**

- enter IP into tracking system, get account, look up account in billing system, enter info into tracking spreadsheet

\$ 2.50

Labor to process & prepare customer letter - 15 minutes @ \$30 / hr

\$ 7.50

- print letter, print copy of subpoena @ 3 minutes

- fill out postal form, pay online, print label @ 7 minutes

- fill envelope, attach mailing / postage label, deliver to mail room @ 5 minutes

Materials & signature confirmation mail postage

\$ 4.19

- 5 pages printed @ \$0.10 = \$0.50

- 1 envelope @ \$0.15 each = \$0.15

- 1 mailing label @ \$0.15 each = \$0.15

- postage 1st class @ \$0.44

- signature delivery @ \$2.95

subtotal

0.5	
0.15	
0.15	
0.44	
2.95	
4.19	

Tracking of mailing, administrative time @ \$30 / hr

\$ 7.75

- track receipt - ~ 4 min ~ \$30/hr ~ \$2.00

- daily review tracking spreadsheet ~ 5 min * 30 days ~ 2.5 hrs @ \$30/hr ~ \$75 / 143 ~ 0.52 / IP

- send info to plaintiff, attorneys ~ 4 min ~ \$30/hr ~ \$2.00

- handle CSR inquiries, record motions to block 5 min @ \$30 / hr ~ \$2.50 / IP

- 15% motion to block, handle notifications and track status - 21 cust * 10 min ea ~ 3.5 hr @ \$30/hr ~ \$105 / 143 ~ 0.73

subtotal

\$ 2.00	
\$ 0.52	
\$ 2.00	
\$ 2.50	
\$ 0.73	
7.75	

Call Center training and call handling

\$ 21.58

- training team preparation 2 hrs @ \$40 / hr \$80 / 143 ~ \$0.56 each IP

\$ 0.56

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- CSR supervisor training 20 people @ 15 min each @ \$30 / hr ~ \$150 / 143 ~ \$1.00 each IP	\$	1.00	
- 200 CSR's @ 15 min each @ \$20 / hr ~ \$1000 / 143 ~ \$7.00 each	\$	7.00	
- call handle CSR time - Avg 1 calls each for 143 customers @ 15 min each @ \$20/hr ~ \$715 / 143 ~ \$5.00 each IP	\$	5.00	
(pull up account, review notes, talk to customer, update notes)			
- cost of invested time (subtotal)	\$	13.56	
- plus overtime adjustment for additional work - 50% of invested time ~ 0.5 * 16.05 ~ 8.02	\$	8.02	
subtotal (cost + OT adj)	\$	21.58	
Management Time @ \$50 / hr			\$ 5.28
- cost determination 5 hrs @ \$50 / Hr ~ \$250 / 143 ~ 1.75 each IP	\$	1.75	
- workflow and strategy planning 6 hrs @ \$50 / hr ~ \$300 / 143 ~ \$2.10 each IP	\$	2.10	
- public relations directly resulting from the subpoena - 4 hrs @ \$50 / hr ~ \$200 / 143 ~ 1.43 / IP	\$	1.43	
subtotal	\$	5.28	
Direct Legal Costs - estimated			\$5.60
- billed time \$800 ~ \$800 / 143 ~ \$5.60 / IP		\$5.60	
Total Cost per IP address handled			\$ 54.40